

ORIGINAL

G-01551A-13-0327

Teresa Tenbrink



0000160412

From: richard gayer <rgayer@cox.net>
Sent: Monday, February 23, 2015 7:49 AM
To: Forese-Web; Little-Web; BitterSmith-Web; Stump-Web; RBurms-web@azcc.gov; Steven Olea
Cc: rgayer@aol.com; Bob Gray; Jason Wilcock
Subject: SWGas Disobeying Your Order 74780
Attachments: ObjectionsMotionComplianceFeb2015-SIGNED.doc
Categories: DOCKETED

To The Honorable Commissioners of the Arizona Corporation Commission and Director Olea:

I am the Complainant in Docket No. G-01551A-13-0327.

Southwest Gas Corporation continues to flout Order 74780, despite my repeated requests and motions that they do so. A copy of my most recent document to be filed later today is attached. Among other violations of the Order, SWGas has renamed the "Monthly Weather Adjustment" provided for in 74780 as the "EEP Weather Adjustment", thereby confusing it with the "EEP Annual Adjustment" by eliminating the word "monthly". In addition, SWGas has failed to provide sufficient information for its customers to verify the accuracy of their bills regarding both the Billing Cycle Analysis and the Regression calculation. Please note that SWGas actually stipulated to Order 74780 without requesting any amendments or other changes. Instead, SWGas has simply violated the Order on its own initiative.

I respectfully urge the Commission to direct SWGas in no uncertain terms that the provisions of Order 74780 require compliance without alterations or other deviations from that Order and without further delay. Please tell SWGas to stop confusing its customers.

Richard Gayer, Complainant
602-229-8954

Arizona Corporation Commission

DOCKETED

FEB 27 2015

DOCKETED BY	
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RECEIVED
2015 FEB 27 P 3 34
AZ CORP COMMISSION
DOCKET CONTROL

Teresa Tenbrink

From: CIROVERDI2@aol.com
Sent: Monday, February 16, 2015 11:41 AM
To: emadrid@azcc.gov
Cc: ciroverdi2@aol.com; BitterSmith-Web; bjbuel@azstarnet.com
Subject: Verdi SWG Over-Billing Issue
Attachments: Verdi SWG Billing.docx

Categories: DOCKETED

Hi Carmen,

I'm sending a follow-up to my conversation with you regarding my January 2015 600% gas bill increase from SouthWest Gas, as a 3 page WORD attachment that includes a chart illustrating my analysis. Please let me know if you received it successfully, or if you have any questions.

Thank you for taking my call, I shall look forward to hearing about how this issue is progressing.

Very Best Wishes,

Ciro Verdi

Teresa Tenbrink

From: tkwood10@cox.net
Sent: Sunday, February 15, 2015 2:02 AM
To: Utilities Div - Mailbox; Pierce-Web; Stump-Web; BitterSmith-Web
Cc: lindsey.reiser@cbs5az.com; richard gayer; govblubin@azdem.org; broe@azdem.org; jadams@azdem.org; dquinlan@azdem.org; salmy@azdem.org; newstips@arizonarepublic.com; ed.montini@arizonarepublic.com; laurie.roberts@arizonarepublic.com
Subject: Re: Fwd: Fwd: SWGas Bill and EEP Weather Adjustment
Follow Up Flag: Follow up
Flag Status: Flagged
Categories: DOCKETED

Dear Commission Members,

I have just gotten my February SW Gas bill for Service up to Feb 12. There is a \$26.02 EPA charge because the weather was a couple degrees warmer than last year. This has gone beyond ridiculous. This is outright fraud. For three years, people have complained about hidden charges and unfair charges on their bills. You refer them to SW Gas for mediation, SW Gas stands behind the charges, and then you agree with SW Gas. This is the highest rate increase that has ever been allowed in the US for any utility. SW Gas will not reveal their formula and apparently it is different for different people/situations. We do not want this mediated. We want the decoupling removed entirely. In Arizona, with the warm winters, it is totally unnecessary. SW Gas is totally playing this out for their own profits, stating that "it benefits everybody." If the weather is colder than usual, we may get a few cents subtracted from our bill. If it is warmer than usual, EPA charges are going higher and higher (they have long since figured out that they can get away with this and what started out as a dollar variance has now risen to as high as \$50 in their favor) With global warming, this trend will continue to get worse, with more profits for SW Gas. Could you please get out of your easy chairs and your government paid jobs and develop a plan to do something about this instead of the Bush Bank and Mortgage Fraud Republicans going to bed with the Big Business SW Gas. You will come out ahead by facing this head on instead of continuing to cover it up. Eventually this will come out in the wash and not only will you be without jobs with your reputations tarnished, you will be facing lawsuits, investigations and possible Federal charges.

Thank you,

Tamara Wood

----- tkwood10@cox.net wrote:

>
>> Date: Mon, 9 Feb 2015 17:58:50 -0600
>> From: <tkwood10@cox.net>
>> To: BitterSmith-Web <bittersmith-Web@azcc.gov>, rgayer@cox.net, rgayer@aol.com,
> blubin@azdem.org, jadams@azdem.org, salmy@azdem.org,
> dquinlan@azdem.org, broe@azdem.org, mailmaster@azcc.gov,
> Pierce-web@azcc.gov, Stump-web@azcc.gov, BitterSmith-web@azcc.gov,
> RBurns-web@azcc.gov
>> Subject: Fwd: SWGas Bill and EEP Weather Adjustment
>> Cc: newstips@arizonarepublic.com, ed.montini@arizonarepublic.com,
> laurie.roberts@arizonarepublic.com
>>

>> Dear Commission Members,

>>

>> As can be seen from below, this decoupling is being consistently abused by SW Gas. We want decoupling removed for the gas company. It is not necessary with our warm winters. With global warming, this is going to get worse and worse. This is playing out to the benefit of SW Gas and is equivalent to a 30-50% rate increase for them. If the weather is cold, we might get 70 cents back from them. If the weather is warmer than normal, customers are being charged up to \$35 extra on their gas bill. The commission has been informed of these practices repeatedly and has effectively done nothing to repeal the decoupling. This is clearly becoming an issue of big business Republicans supporting big business SW Gas. If this is not stopped immediately, my plan is to organize Democrats running for the Corporation Commission and expose this entire fraud scheme as a basis for their running. We have all filed so many complaints we have lost count and the corporation is sick of us. Do you understand that we want the rhetoric stopped and the decoupling removed? If you do not understand this, I will do everything in my power to get everyone of you voted out. I have been diplomatic long enough.

>>

>> Thank you for your prompt ACTION to get decoupling removed for SW Gas,

>>

>> Tamara Wood

>>

>>

>>> From: "richard gayer" <rgayer@cox.net>

>>> To: <tkwood10@cox.net>

>>> Cc: <rgayer@aol.com>

>>> Subject: SWGas Bill and EEP Weather Adjustment

>>> Date: Mon, 9 Feb 2015 09:49:51 -0700

>>>

>>> Ms. Wood:

>>> Attached is a copy of my recent bill from SWGas with my account number partially removed. (Please zoom in to read the details.) The bill covers my usage in January 2015. As you can see, I used 66 therms but I was charged for an additional 33 therms for the Weather Adjustment. This added over \$23 to my bill. Outrageous, but approved by the Arizona Corporations Commission!

>>> If you want a bill with all of the information on mine, just call the 800 number on your bill and ask for a "fully itemized bill".

>>>

>>> Dick Gayer

>>> 602-229-8954

Teresa Tenbrink

From: tkwood10@cox.net
Sent: Monday, February 09, 2015 4:59 PM
To: BitterSmith-Web; rgayer@cox.net; rgayer@aol.com; blubin@azdem.org; jadams@azdem.org; salmy@azdem.org; dquinlan@azdem.org; broe@azdem.org; Utilities Div - Mailbox; Pierce-Web; Stump-Web; BitterSmith-Web; RBurns-Web
Cc: newstips@arizonarepublic.com; ed.montini@arizonarepublic.com; laurie.roberts@arizonarepublic.com
Subject: Fwd: SWGas Bill and EEP Weather Adjustment
Attachments: BillDated02-05-15ForJanuary-Secure.jpg
Categories: DOCKETED

Dear Commission Members,

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